

ISUZU

Campaign Service BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
SB00-11-8003

ISSUE DATE:
JULY 2000

GROUP:
BODY

HEAD IMPACT PROTECTION SAFETY CAMPAIGN 00V-121

SUV

CAMPAIGN IDENTIFICATION NUMBER

Number 00V-121 has been assigned to this campaign. This number will appear on all communications and documentation of any nature dealing with the campaign.

AFFECTED VEHICLES

1999 Ro deo (UE) models with the following VIN Range: X4300040 - X4384458

SERVICE INFORMATION:

National Highway Traffic Safety Administration (NHTSA) has notified Isuzu of its conclusion that certain 1999 Isuzu Ro deo vehicles do not comply with one of the new performance requirements of Federal Motor Vehicle Safety Standard 201, relating to Head Impact Protection.

In testing conducted for the NHTSA, with the sun visor unlatched and placed flat against the front windshield, a dummy head form propelled into the roof registered a head injury criterion above the maximum level allowed by the standard.

This condition could create an increased risk of head injury in a crash.

Correction:

To remedy this condition, remove and replace with a new Driver and Passenger A-Pillar Trim Cover, add a new Driver and Passenger Upper Spacer Assembly, Hose O - Flex Plate Assembly, A-Pillar Finisher, and Sun Visor Plate and Washer.

DEALER RESPONSIBILITY

Isuzu dealers must service all affected vehicles at no charge to the owner, regardless of mileage, age of vehicle, or ownership.

Whenever a vehicle subject to this campaign is in a dealer's vehicle inventory, or arrives at a dealership for service, the dealer must take the necessary steps to ensure that this campaign correction has been made before sale or re-leasing the vehicle.

All unsold new vehicles in dealer's possession and subject to this campaign must be held and repaired per the service procedure in this Campaign Bulletin before customers take possession of their vehicles.

OWNER NOTIFICATION

American Isuzu Motors Inc. (AIMI) will send a notification letter to owners of affected vehicles already retailed (*See Enclosed Copy*). Dealers should follow up with vehicle owners by sending a Campaign Reminder Notice (AIMI SVCF-1052) to all vehicle owners listed in the AIMI Campaign Report AWS 123-1A. Dealers may obtain these post cards from their Regional Office.

SERVICE PROCEDURE

1. Record radio settings and disconnect battery ground cable.

IMPORTANT: Wash hands prior to handling interior components.

2. Remove both driver and passenger sun visor, disconnect harness connector for vanity mirror light (if equipped), sun visor holder, and assist grip (figure 1, 2, 3).

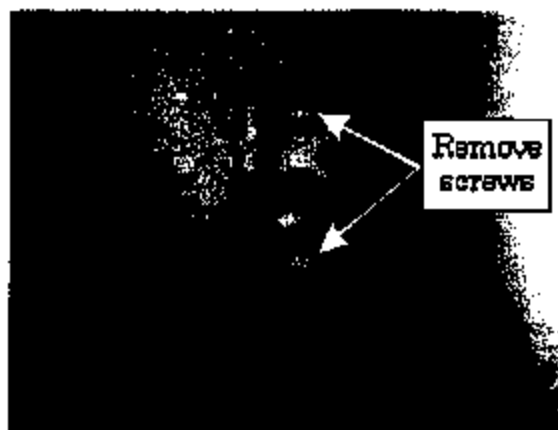


Figure 1: Remove sunvisor assembly.

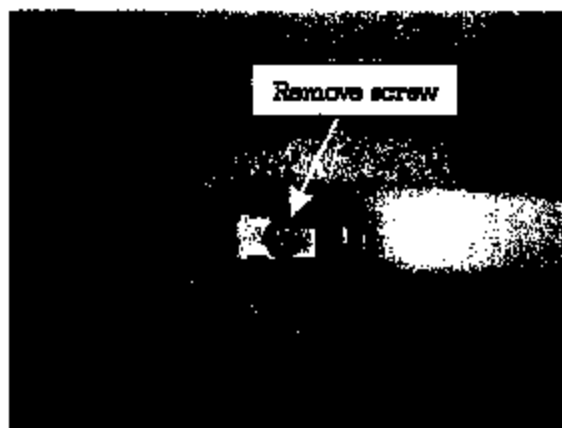


Figure 2: Remove assist grip.

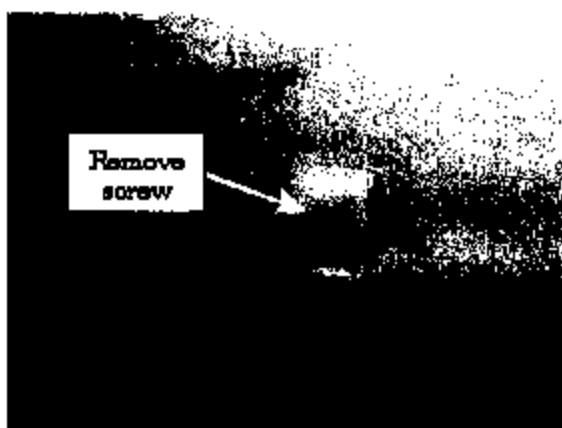


Figure 3: Remove sun visor holder screw.

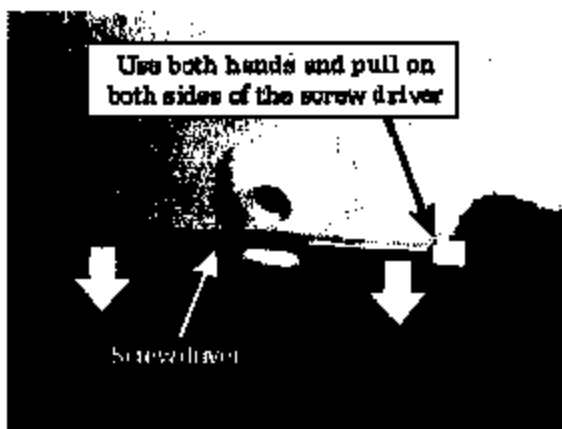


Figure 4: Remove Sun Visor Holder.

CAUTION: Be careful when removing the sun visor holder. Do not damage the headliner.

3. Pull both driver and passenger front door finisher away from the A-Pillar. (Figure 6).

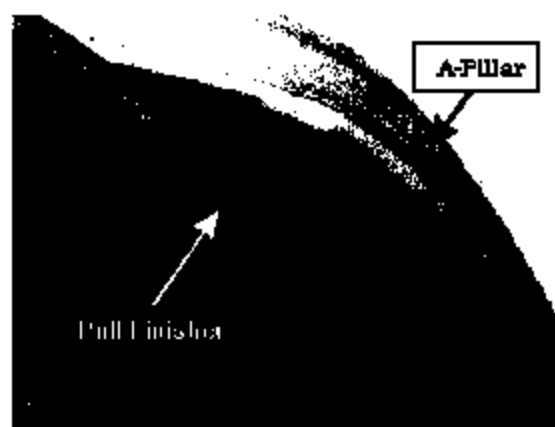


Figure 5: Pull front door finisher away from the A-Pillar.

4. Remove both driver and passenger A-Pillar trim cover and inner rail. (Figure 6 & 7)

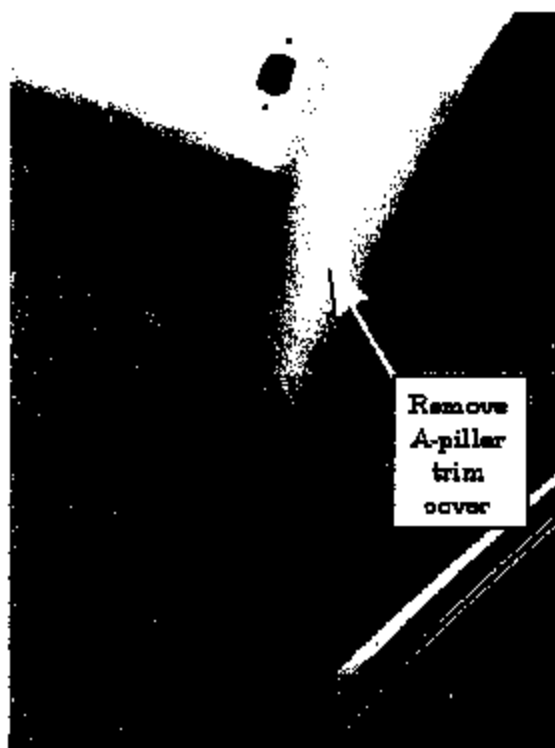


Figure 6: Remove A - Pillar trim cover

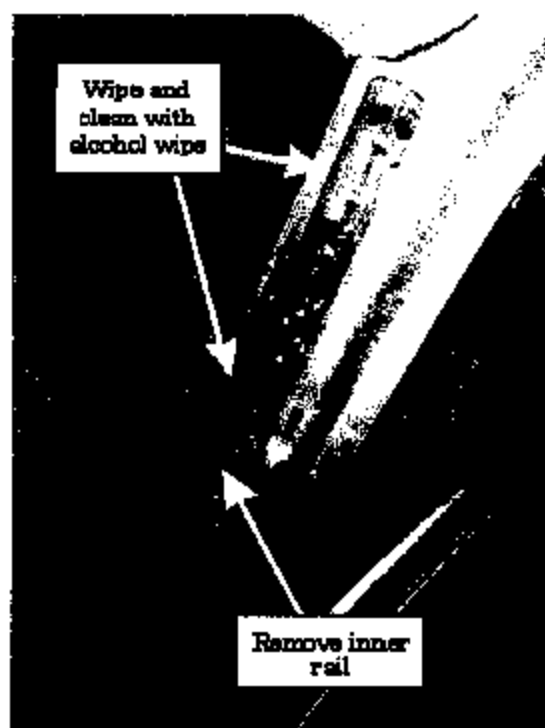


Figure 7: Remove inner rail.

5. Remove sunroof switch (if equipped) and slightly lower the headliner.
6. Wipe and clean the contact area of the A-Pillar inner panel, inner rail, and roof panel reinforcement with alcohol wipe. (Figure 7 & 9)
7. Pull adhesive backing of "Hose O-Flex Plate Assembly" and install to roof panel reinforcement, by slightly lowering the headliner. (Figure 9 & 10)



Figure 8: Hose O-Flex Plate Assembly

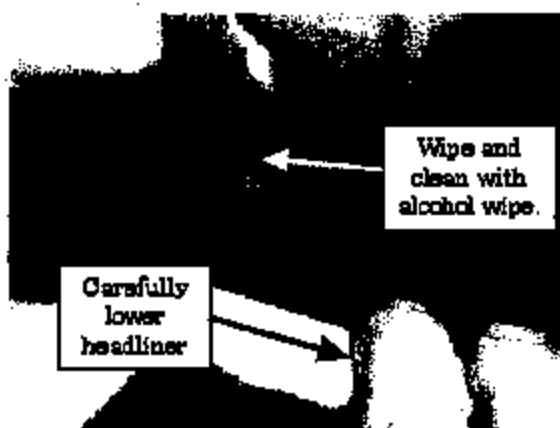


Figure 9: Lower Headliner

CAUTION: When lowering the headliner manually, take extra care not to damage it.

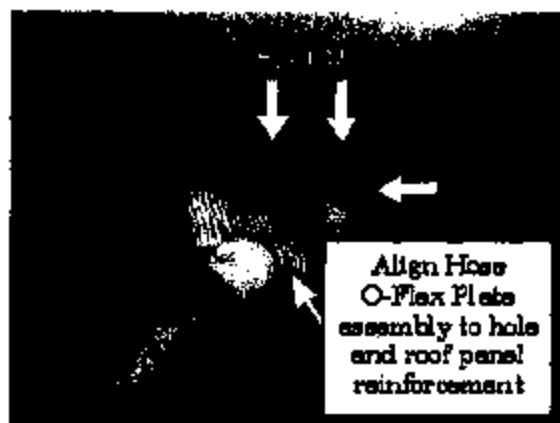


Figure 10: Attach "Hose O-Flex Plate Assembly."

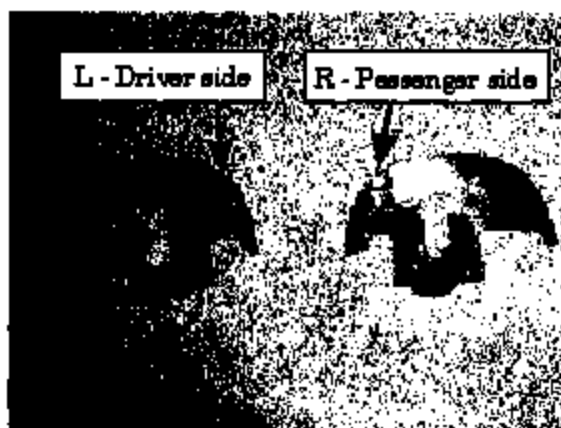


Figure 11: Sun Visor Spacers

8. Install driver and passenger sun visor holder and assist grip.

9. Install spacer, washers and screws to driver and passenger sun visor. (Figure 12 & 13)



Figure 12: Sun Visor spacer

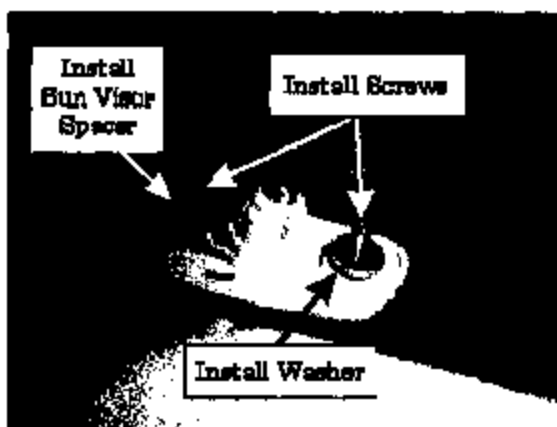


Figure 13: Washer and screws

10. Install driver and passenger finisher (to A-pillar in ner panel), inner rail, upper spacer, four resin spacers, new front A-pillar trim cover, and door finisher. (Figure 17)

11. Install battery ground cable and set radio and clock settings.

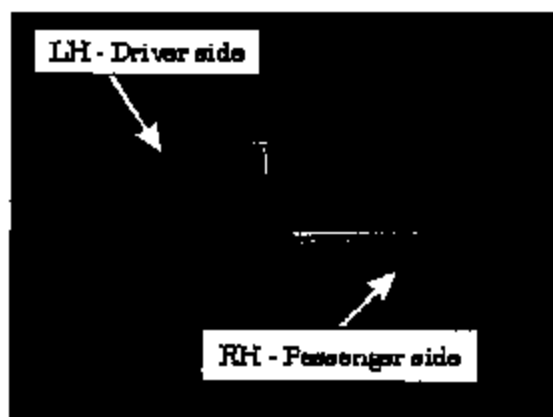


Figure 14: Upper Spacer



Figure 15: Resin Spacers

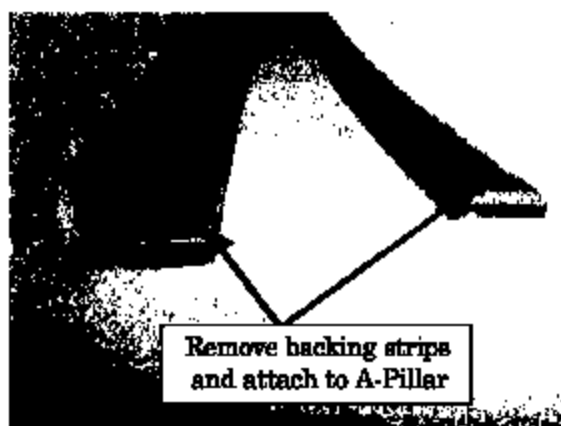


Figure 16: A-Pillar Finisher

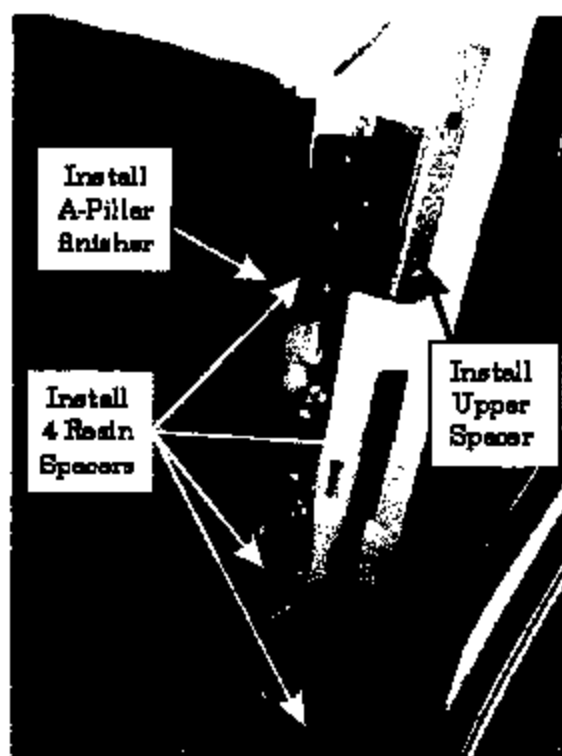


Figure 17: A-Pillar

THE CAMPAIGN LABEL

1. Using a ball-point pen, fill out the following information on a campaign label (Part 2-90028-700-0)

- This safety campaign number:
00V-121 and Dealer Code
- Repair Date: (Month/Day/Year)

ISUZU

CAMPAIGN NUMBER:

00V-121

DEALER CODE: (Enter Code)

REPAIR DATE: (MO/DY/YEAR)

P/N 2-90028-700-0

2. Affix the campaign label adjacent to the manufacturer's identification label located on the driver's side B-pillar.

PARTS INFORMATION

Part Number	Description	Quantity Required
2-90000-970-0	A-Pillar Kit	1

WARRANTY CLAIM INFORMATION

Use the following *new* labor operation:

Operation	Operation Number	Task	Time	Additional Instructions
Head Impact Protection Safety Campaign	114190	REPLACE	0.6	

Use Trouble Code 07 (Campaign Bulletin) for this Labor Operation.
Labor Time *includes* administrative time allowance.

WARRANTY CLAIM SUBMISSION INFORMATION

For your convenience please use the following information when submitting your warranty claim:

LABOR OPERATION:	114190
LABOR TIME ALLOWED:	0.6
TROUBLE CODE:	07
SUBLET CODE:	-
SUBLET ALLOWANCE:	-
FAILED PART NUMBER:	2-90000-970-0

Dear Isuzu Owner:

This follow up notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. As explained in our letter of May 10, 2000, the National Highway Traffic Safety Administration has notified Isuzu of its conclusion that certain 1999 Isuzu Rodeo vehicles do not comply with one of the new performance requirements of Federal Motor Vehicle Safety Standard 201, relating to Head Impact Protection.

❑ DESCRIPTION OF THE CONDITION

In testing conducted for the National Highway Traffic Safety Administration, with the sun visor unlatched and placed flat against the front windshield, a dummy head form propelled into the roof registered a head injury criterion above the maximum level allowed by the standard. This condition could create an increased risk of head injury in a crash.

❑ WHAT WE WILL DO

To remedy this condition, your Isuzu dealer will modify the interior of your vehicle at no charge to you. This opportunity will be available to you beginning on August 10, 2000.

❑ WHAT YOU SHOULD DO

Please contact your Isuzu dealer as soon as possible to arrange a service date. Your dealer will need a few days notice and the Vehicle Identification Number (VIN), as shown in the top left hand corner of this letter, to coordinate parts delivery and service schedules. Instructions for making this improvement have been sent to your Isuzu dealer.

You should continue to take special precautions until your vehicle has been returned to the dealer. First, always wear your safety belt. Safety belts provide excellent protection against all types of injuries, including head impact. Second, keep the passenger-side sun visor in its stowed position (against the roof and away from the windshield) and the driver's sunvisor in the stowed position unless necessary for safe driving.

Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle. Presentation of this letter to your dealer will assist in making the product improvement in the shortest possible time. Please have your dealer refer to Campaign Bulletin SB00-11-S003. To locate the Isuzu dealer nearest you, or if you have any questions regarding this matter, please call the Isuzu Care Team Line at 1-800-643-4070 ext. 309.

Your Isuzu dealer is best equipped to obtain parts and provide service to ensure that your vehicle receives this improvement as promptly as possible. If you believe that the condition has not been or can not be addressed within a reasonable time, you may contact:

National Owner Relations Department
American Isuzu Motors Inc.,
13340 188rd Street
Cerritos, CA 90702-6007

Or call the Isuzu Care Team at
1-800-643-4070 ext. 309

SB00-11-S003

After contacting your Isuzu dealer, the National Office or the Isuzu Care Team with any problems, if you are still not satisfied and feel that we have not done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590; or call 1-800-424-9393.

We are sorry for this inconvenience; however, in the interest of your safety, it is very important that your vehicle be brought in to your Isuzu dealer as soon as possible.

Sincerely,

AMERICAN ISUZU MOTORS INC.

IMPORTANT: If you have sold or traded your Isuzu vehicle, please enter the current owner's name and address, if known, on the enclosed "Change of Address" postcard and drop it in the mail. Postage has already been paid. We will contact the new owner.

NATIONAL SERVICE DEPARTMENT

SB00-11-S003